



GEORGIA BUREAU OF INVESTIGATION JOB VACANCY NOTIFICATION #16-045

POSTED: March 16, 2016

DEADLINE: March 23, 2016

JOB TITLE: Help Desk Analyst 1

JOB CODE: ITP150

PAYGRADE: I

POSITION NUMBER: 00123228

LOCATION: Investigative Division (ID)
Decatur, Georgia

SALARY RANGES: \$29,973.63 annually

DUTIES AND RESPONSIBILITIES:

Under general supervision, provides support to the Investigative Division (ID) in the Computer Services Unit. The Help Desk Analyst 1 will assist the Computer Services Unit with installing, connecting, removing, and destroying hard drives for computers, servers, printers, and other equipment for approximately 450 end users. The responsibilities will include providing end-user support for Investigative Division personnel, submitting requests through the GTA outsourced vendors for end-user computing and networking needs, in addition, to assisting with asset management and inventory of end-user electronic devices within the Investigative Division. This position requires the incumbent to be able to lift up to 25 pounds.

MINIMUM QUALIFICATIONS:

High School Diploma or GED **AND** 6 months of experience in handling customers, complaints, and/or providing information.

PREFERRED QUALIFICATIONS:

In addition to the minimum qualifications, preference will be given to applicants with work experience in two (2) or more of the following areas:

- Proficient working knowledge of Windows 7 Operating System
- Experience in Microsoft Office Suite
- Experience in installing hardware and/or other electronic devices

VACANCY OPEN TO ALL QUALIFIED APPLICANTS

TO APPLY:

- **SUBMIT (2) STATE OF GEORGIA APPLICATIONS TO:**

Georgia Bureau of Investigation
Attn: Human Resources
P. O. Box 370808
Decatur, GA 30037-0808

Applications may be obtained by clicking the following link: [GBI State Application](#)

- The Job Vacancy Number 16-045, along with Job Title and Job Code must be listed on applications for this vacancy.
- Applications should be filled out carefully and completely. **Applications will not be considered that have "see attached" in lieu of completing the work history and job information on the application.**
- **Foreign Education:** Applicants who have completed part or all of their education outside the U.S. must have their foreign education evaluated by an accredited organization to ensure that the foreign education is equivalent to education received in accredited educational institutions in the U.S. **This evaluation must be a course-by-course evaluation that includes each completed course/subject and the U.S. credit equivalent. Applicants must submit (2) copies of the credential evaluations to the address noted above by the deadline.** For a listing of services that can perform this evaluation, see the National Association of Credential Evaluation Services website at <http://www.naces.org/members.htm>.
- Due to the volume of applications we receive, we are unable to provide information on application status by phone or by e-mail. All qualified applicants will be considered, but may not necessarily receive an interview. Applicants who are not selected for an interview will not receive notification.
- The GBI reserves the right to close this job announcement once a qualified applicant pool has been identified.
- Employment for the selected candidate(s) is contingent upon the successful completion of a GBI background investigation including criminal, credit and driver's history checks, polygraph examination, fingerprinting and drug screening. Click the following link for a list of [GBI Employment Disqualifiers](#).

All applications must be received in the GBI Office of Human Resources by close of business on the deadline date posted on this job vacancy announcement.

THE GBI IS AN EQUAL OPPORTUNITY EMPLOYER